

Customer Service FY2007 Budget Highlights

- Customer Service Survey and Benchmark Data completed.
- Ongoing Customer Service Feedback Loops identified and activated.
- Customer Service Mission Statement to be introduced by end of FY 2006.
- Customer Service Standards developed for all City departments.
- Customer Service Testing implemented for all new hires.
- New Employee Orientation Program revamped.
- Customer Service Training and Organizational Development Program to be fully implemented in FY 2007.
- Citywide Customer Service Center and Hotline to be fully operational in FY 2007.